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In the claims:

1-14. (Canceled)

15. (New) In a communication system with multiple modes of communication, a user support system, comprising:

an interface for accepting information from outside users and for presenting information to the users; and

an information software configured to a specific user;

wherein, upon a contact from the specific user, the information software presents to the user an interface automatically updated with available information according to user interaction and/or request.

16. (New) The system of claim 15 wherein the information software is accessible and programmable by a worker connected by a computerized workstation to the multimedia system.

17. (New) The system of claim 15 wherein media available for information exchange includes one or more of WEB interface, e-mail, interactive voice response, facsimile reception, and downloading of video documents.

18. (New) The system of claim 15 wherein the specific user may select a media type, initiating a call back in the media selected.

19. (New) The system of claim 18 wherein, by selecting connection-oriented switched-telephony (COST) or IP telephony, the system places a call by an Interactive Voice Response (IVR) unit to the specific user through a telephone number or IP address for the user, and the IVR then interacts with the user to provide specific help to the user.

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20. (New) The system of claim 15 further comprising an ordering function tailored to the specific user, the ordering function providing an ordering interface for parts and services.

21. (New) The system of claim 15 wherein the information software comprises a reporting function, and the reporting function monitors user activity and makes that activity available to an enterprise agent.

22. (New) A method for providing user support in a multimedia system, comprising steps of:

- (a) accepting information from a specific user through an interface; and
- (b) presenting to the specific user by an information software configured to the specific user an interface automatically updated with available information according to user interaction and/or request.

23. (New) The method of claim 22 wherein the information software is accessible and programmable by a worker connected by a computerized workstation to the multimedia system.

24. (New) The method of claim 22 wherein media available for information exchange includes one or more of WEB interface, e-mail, interactive voice response, facsimile reception, and downloading of video documents.

25. (New) The method of claim 22 wherein the specific user may select a media type, initiating a call back in the media selected.

26. (New) The method of claim 25 wherein, by selecting connection-oriented switched-telephony (COST) or IP telephony, the system places a call by an Interactive Voice Response (IVR) unit to the specific user through a telephone number or IP address for the

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user, and the IVR then interacts with the user to provide specific help to the user.

27. (New) The method of claim 22 further comprising a step for presenting an ordering function tailored to the specific user, the ordering function providing an ordering interface for parts and services.

28. (New) The method of claim 22 wherein the information software comprises a reporting function, and the reporting function monitors user activity and makes that activity available to an enterprise agent.

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If there are any fees due beyond any fees paid with the present application and amendment, such fees are authorized to be deducted from deposit account 50-0534.

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